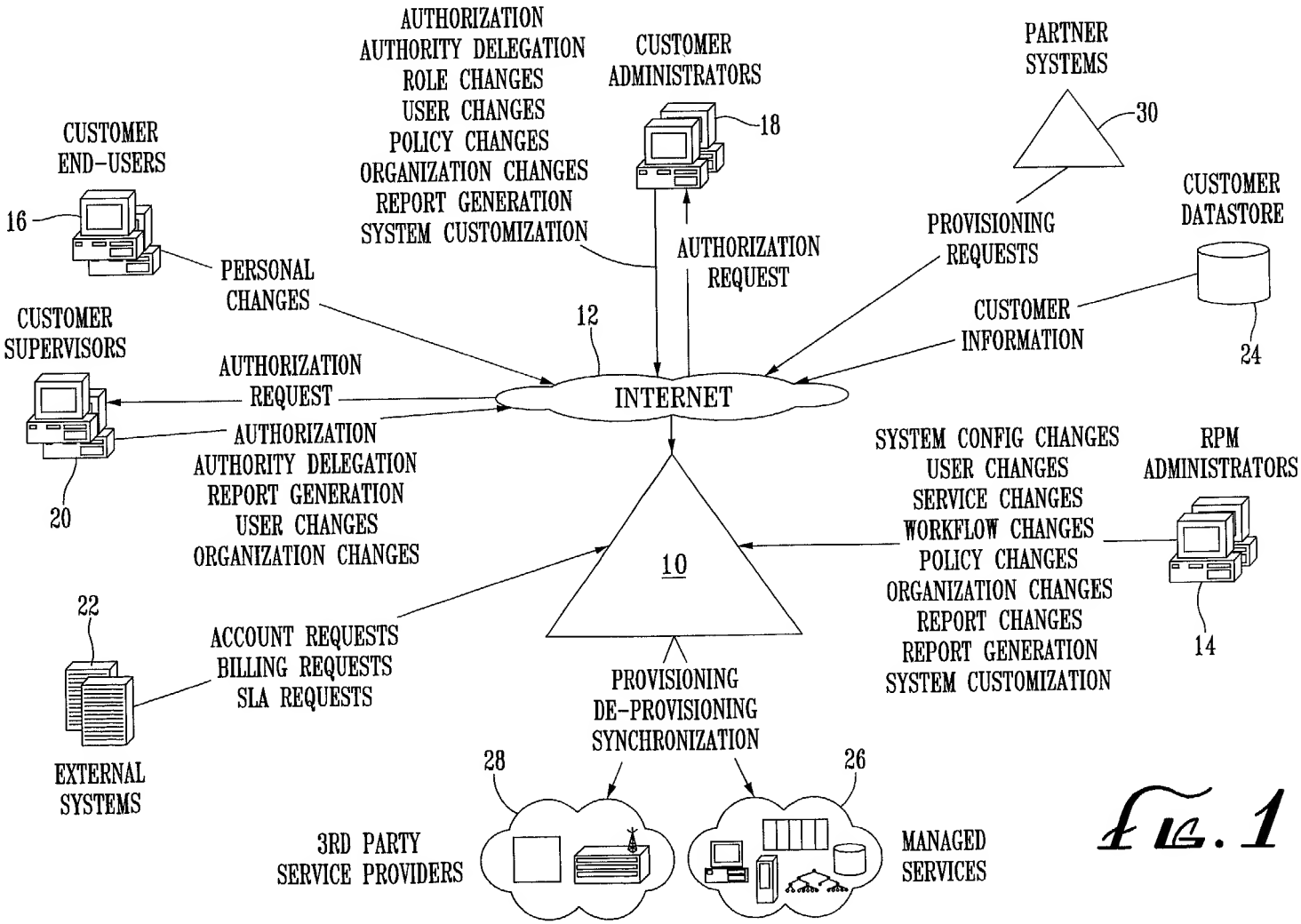
AUTHORIZATION
AUTHORITY DELEGATION
ROLE CHANGES
USER CHANGES
POLICY CHANGES
ORGANIZATION CHANGES
REPORT GENERATION
SYSTEM CUSTOMIZATION
CUSTOMER ADMINISTRATORS
18
PARTNER SYSTEMS
30
CUSTOMER END-USERS
16
PERSONAL CHANGES
AUTHORIZATION REQUEST
PROVISIONING REQUESTS
CUSTOMER DATASTORE
CUSTOMER INFORMATION
24
12
CUSTOMER SUPERVISORS
AUTHORIZATION REQUEST
INTERNET
AUTHORIZATION
AUTHORITY DELEGATION
REPORT GENERATION
USER CHANGES
ORGANIZATION CHANGES
20
SYSTEM CONFIG CHANGES
USER CHANGES
SERVICE CHANGES
WORKFLOW CHANGES
POLICY CHANGES
ORGANIZATION CHANGES
REPORT CHANGES
REPORT GENERATION
SYSTEM CUSTOMIZATION
RPM ADMINISTRATORS
14
10
22
ACCOUNT REQUESTS
BILLING REQUESTS
SLA REQUESTS
PROVISIONING
DE-PROVISIONING
SYNCHRONIZATION
28
26
EXTERNAL SYSTEMS
3RD PARTY SERVICE PROVIDERS
MANAGED SERVICES

Fig. 1

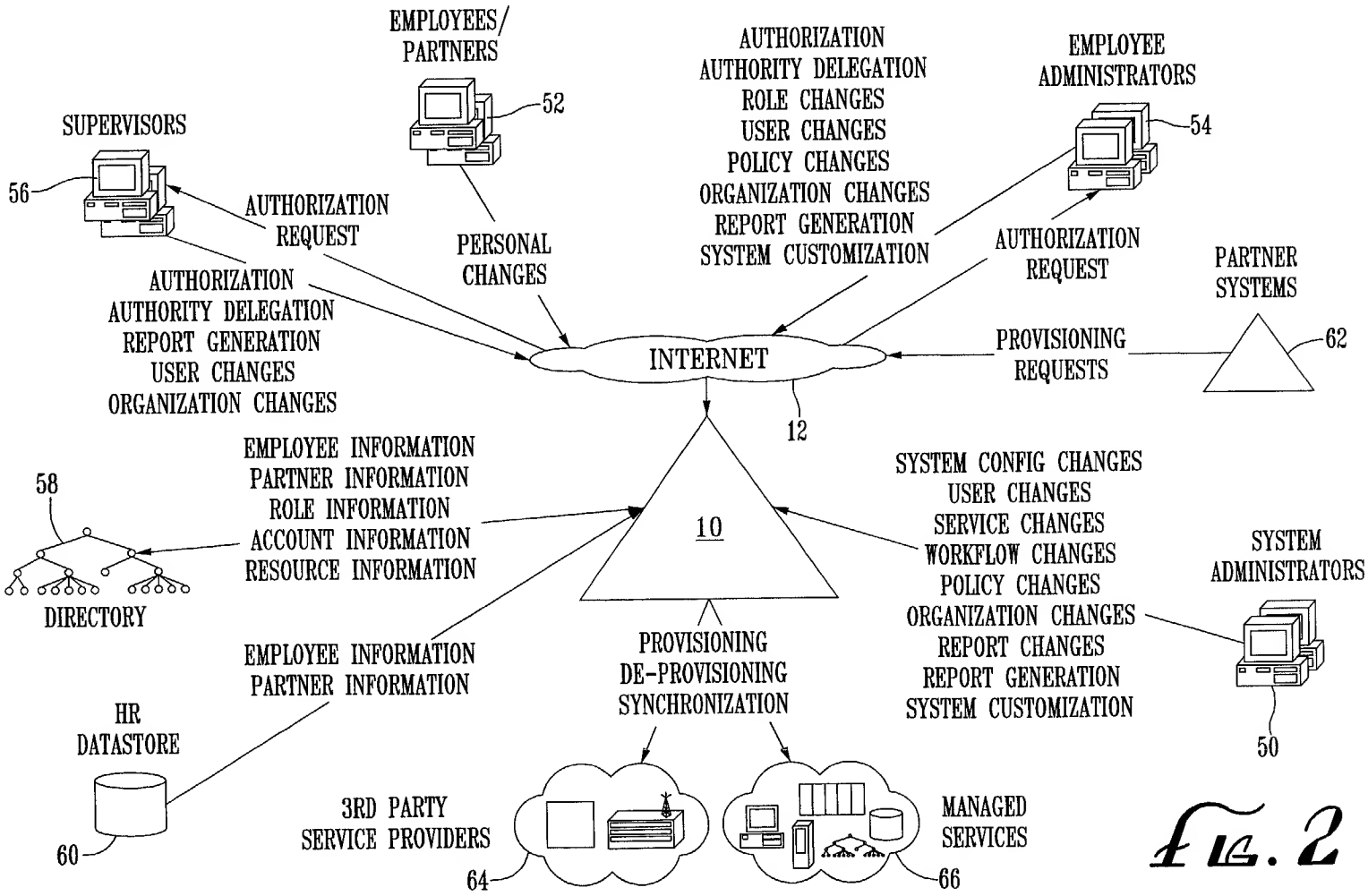
EMPLOYEES/
PARTNERS
52
SUPERVISORS
56
AUTHORIZATION
REQUEST
PERSONAL
CHANGES
AUTHORIZATION
AUTHORITY DELEGATION
REPORT GENERATION
USER CHANGES
ORGANIZATION CHANGES
AUTHORIZATION
AUTHORITY DELEGATION
ROLE CHANGES
USER CHANGES
POLICY CHANGES
ORGANIZATION CHANGES
REPORT GENERATION
SYSTEM CUSTOMIZATION
EMPLOYEE
ADMINISTRATORS
54
AUTHORIZATION
REQUEST
PARTNER
SYSTEMS
62
PROVISIONING
REQUESTS
INTERNET
12
10
58
DIRECTORY
EMPLOYEE INFORMATION
PARTNER INFORMATION
ROLE INFORMATION
ACCOUNT INFORMATION
RESOURCE INFORMATION
EMPLOYEE INFORMATION
PARTNER INFORMATION
HR
DATASTORE
60
PROVISIONING
DE-PROVISIONING
SYNCHRONIZATION
3RD PARTY
SERVICE PROVIDERS
64
MANAGED
SERVICES
66
SYSTEM CONFIG CHANGES
USER CHANGES
SERVICE CHANGES
WORKFLOW CHANGES
POLICY CHANGES
ORGANIZATION CHANGES
REPORT CHANGES
REPORT GENERATION
SYSTEM CUSTOMIZATION
SYSTEM
ADMINISTRATORS
50

FIG. 2

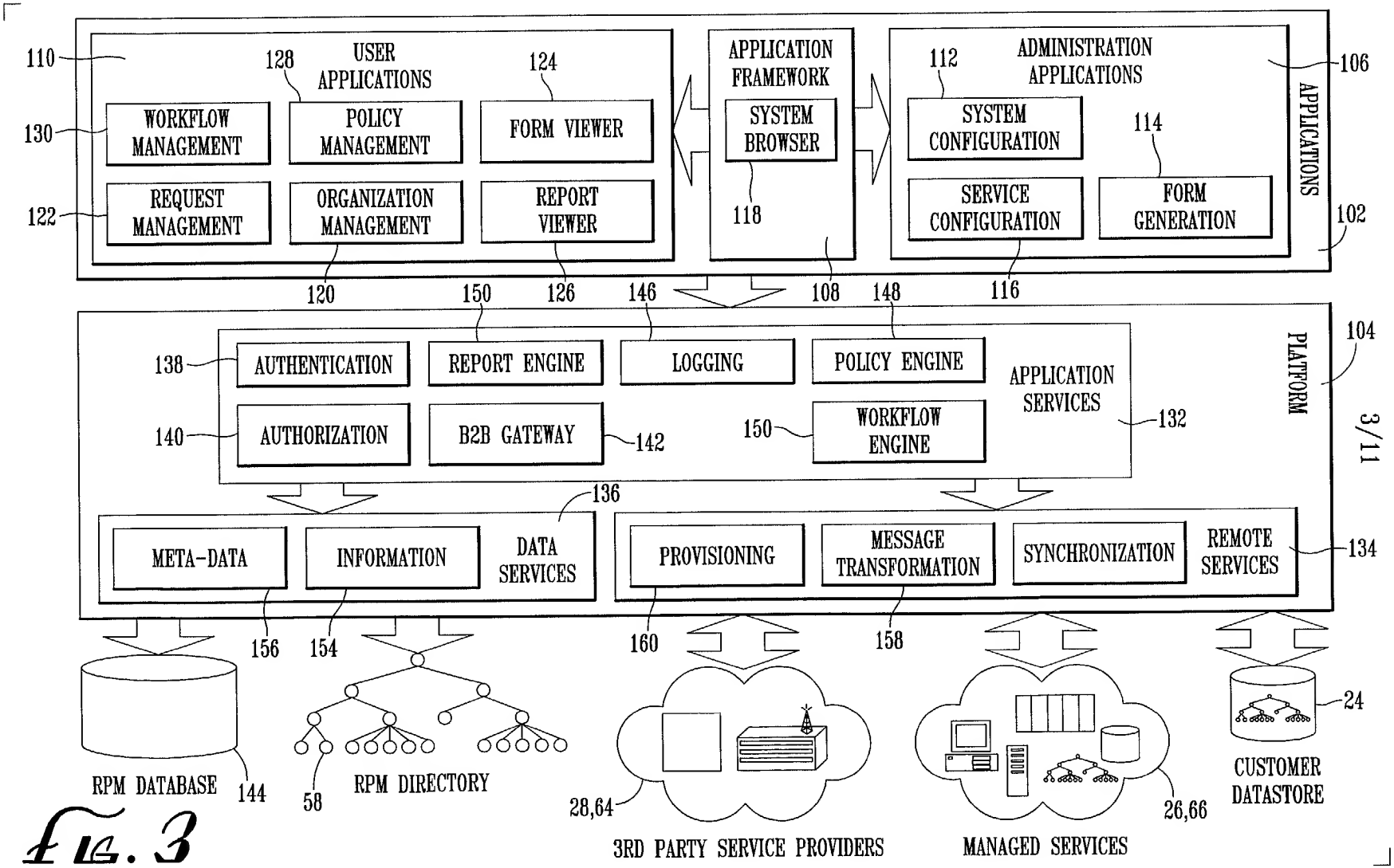
110
128
USER APPLICATIONS
124
130
WORKFLOW MANAGEMENT
POLICY MANAGEMENT
FORM VIEWER
122
REQUEST MANAGEMENT
ORGANIZATION MANAGEMENT
REPORT VIEWER
APPLICATION FRAMEWORK
SYSTEM BROWSER
118
112
ADMINISTRATION APPLICATIONS
106
SYSTEM CONFIGURATION
114
SERVICE CONFIGURATION
FORM GENERATION
APPLICATIONS
102
120
150
126
146
108
148
116
104
PLATFORM
138
AUTHENTICATION
REPORT ENGINE
LOGGING
POLICY ENGINE
APPLICATION SERVICES
140
AUTHORIZATION
B2B GATEWAY
142
150
WORKFLOW ENGINE
132
136
META-DATA
INFORMATION
DATA SERVICES
PROVISIONING
MESSAGE TRANSFORMATION
SYNCHRONIZATION
REMOTE SERVICES
134
156
154
160
158
24
RPM DATABASE
144
58
RPM DIRECTORY
28,64
3RD PARTY SERVICE PROVIDERS
MANAGED SERVICES
26,66
CUSTOMER DATASTORE

FIG. 3

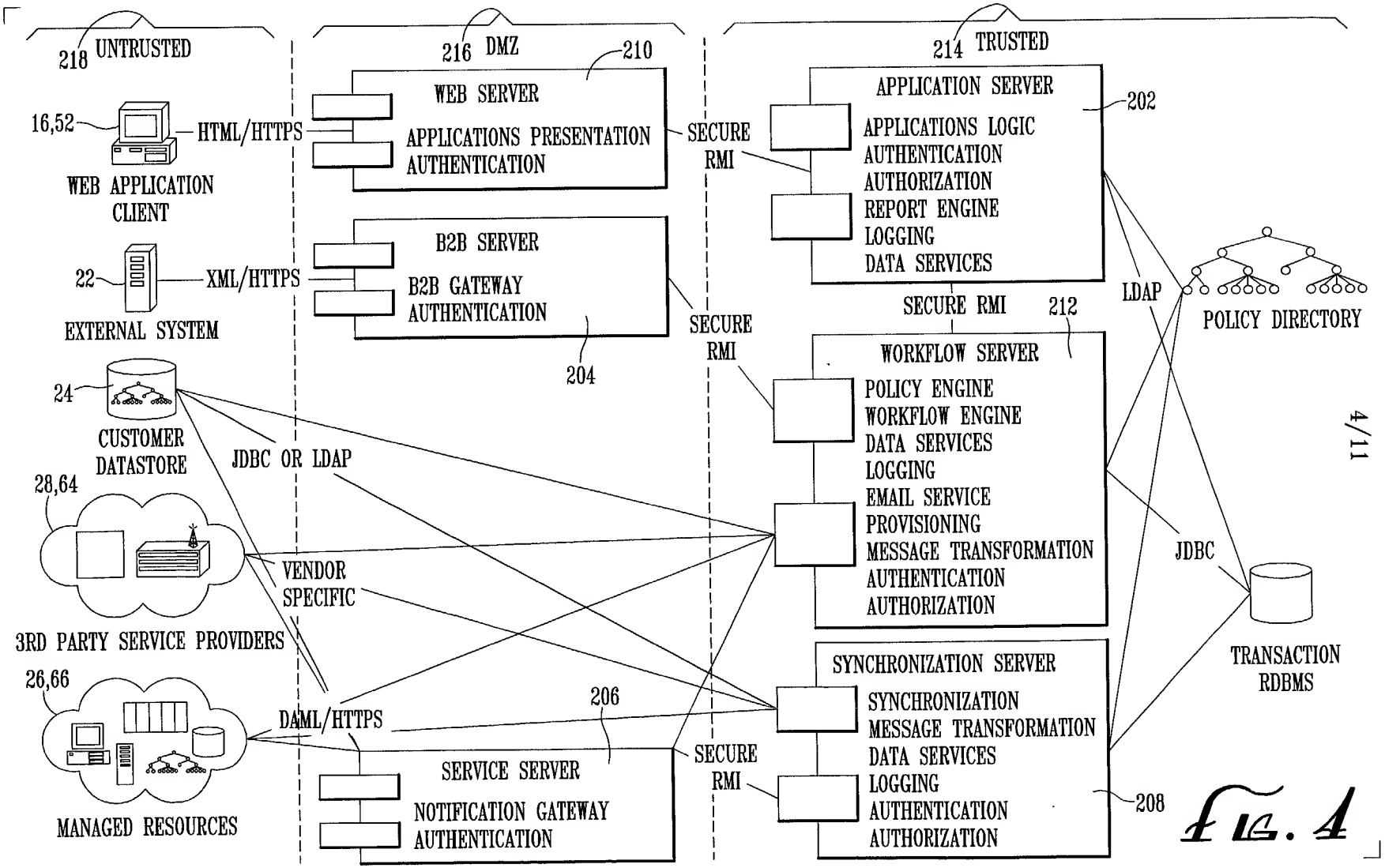
218 UNTRUSTED
216 DMZ
214 TRUSTED
16,52
HTML/HTTPS
WEB APPLICATION CLIENT
WEB SERVER
APPLICATIONS PRESENTATION
AUTHENTICATION
210
SECURE RMI
APPLICATION SERVER
APPLICATIONS LOGIC
AUTHENTICATION
AUTHORIZATION
REPORT ENGINE
LOGGING
DATA SERVICES
202
22
XML/HTTPS
EXTERNAL SYSTEM
B2B SERVER
B2B GATEWAY
AUTHENTICATION
204
SECURE RMI
SECURE RMI
212
LDAP
POLICY DIRECTORY
WORKFLOW SERVER
POLICY ENGINE
WORKFLOW ENGINE
DATA SERVICES
LOGGING
EMAIL SERVICE
PROVISIONING
MESSAGE TRANSFORMATION
AUTHENTICATION
AUTHORIZATION
24
CUSTOMER DATASTORE
JDBC OR LDAP
28,64
VENDOR SPECIFIC
3RD PARTY SERVICE PROVIDERS
JDBC
TRANSACTION RDBMS
SYNCHRONIZATION SERVER
SYNCHRONIZATION
MESSAGE TRANSFORMATION
DATA SERVICES
LOGGING
AUTHENTICATION
AUTHORIZATION
208
26,66
DAML/HTTPS
206
SERVICE SERVER
NOTIFICATION GATEWAY
AUTHENTICATION
SECURE RMI
MANAGED RESOURCES

FIG. 4

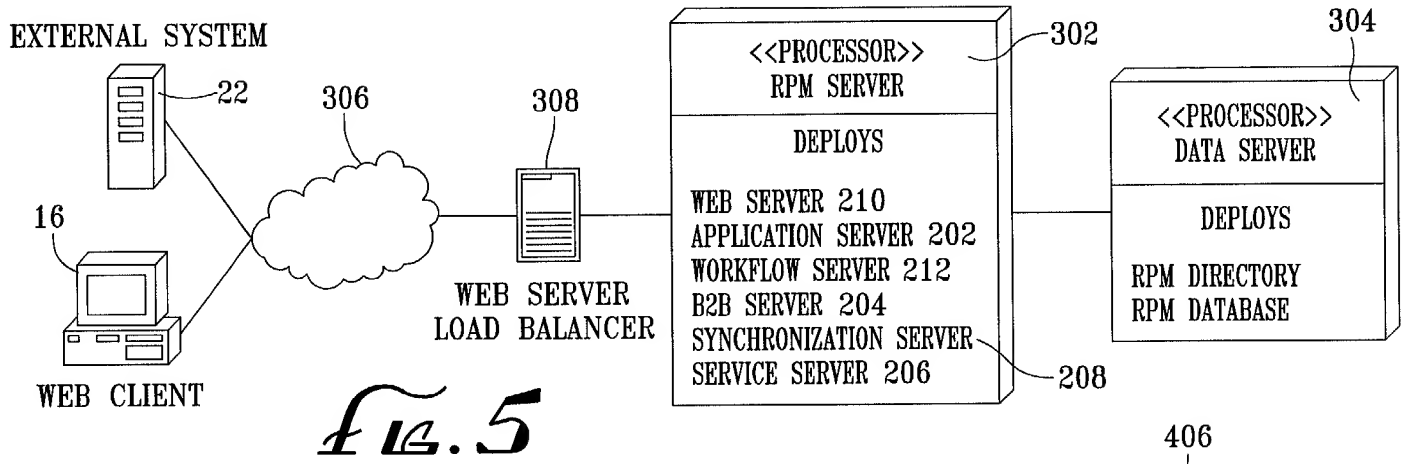
EXTERNAL SYSTEM
22
306
308
16
WEB CLIENT
WEB SERVER
LOAD BALANCER
<<PROCESSOR>>
RPM SERVER
302
DEPLOYS
WEB SERVER 210
APPLICATION SERVER 202
WORKFLOW SERVER 212
B2B SERVER 204
SYNCHRONIZATION SERVER
SERVICE SERVER 206
208
304
<<PROCESSOR>>
DATA SERVER
DEPLOYS
RPM DIRECTORY
RPM DATABASE

FIG. 5

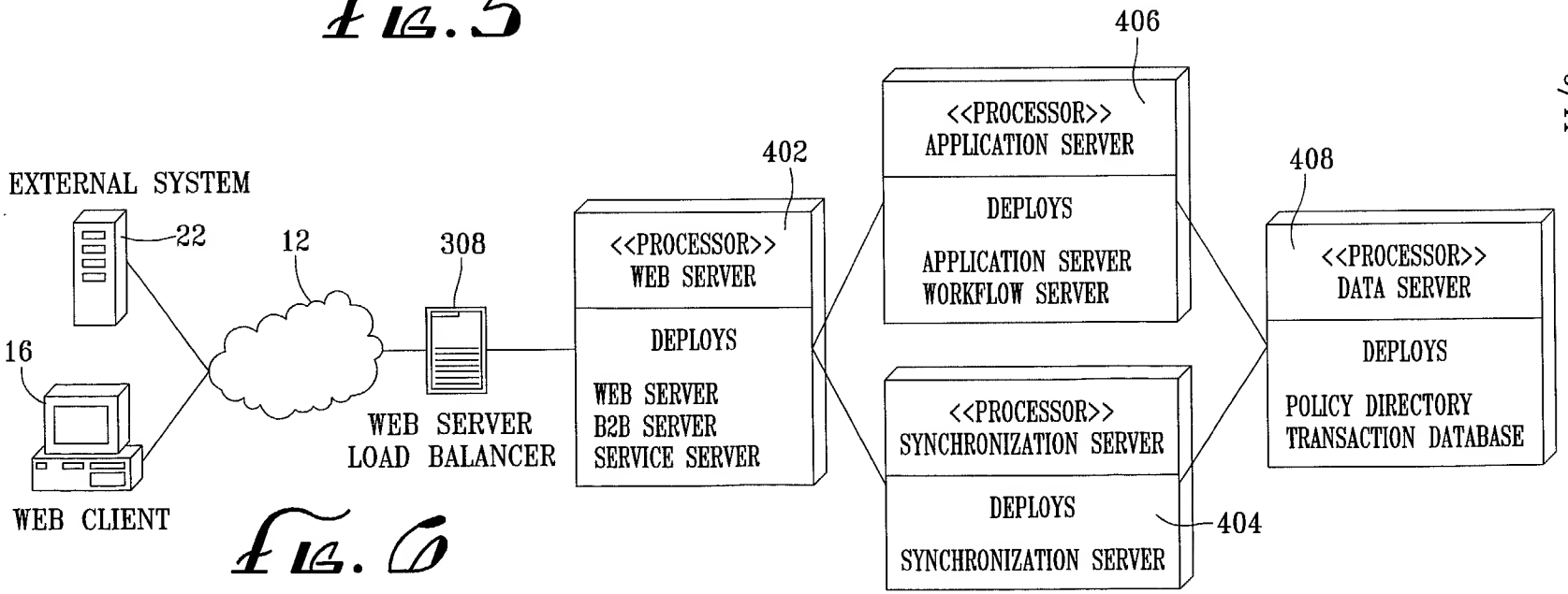
EXTERNAL SYSTEM
22
12
308
16
WEB CLIENT
WEB SERVER
LOAD BALANCER
402
<<PROCESSOR>>
WEB SERVER
DEPLOYS
WEB SERVER
B2B SERVER
SERVICE SERVER
406
<<PROCESSOR>>
APPLICATION SERVER
DEPLOYS
APPLICATION SERVER
WORKFLOW SERVER
<<PROCESSOR>>
SYNCHRONIZATION SERVER
DEPLOYS
SYNCHRONIZATION SERVER
404
408
<<PROCESSOR>>
DATA SERVER
DEPLOYS
POLICY DIRECTORY
TRANSACTION DATABASE

FIG. 6

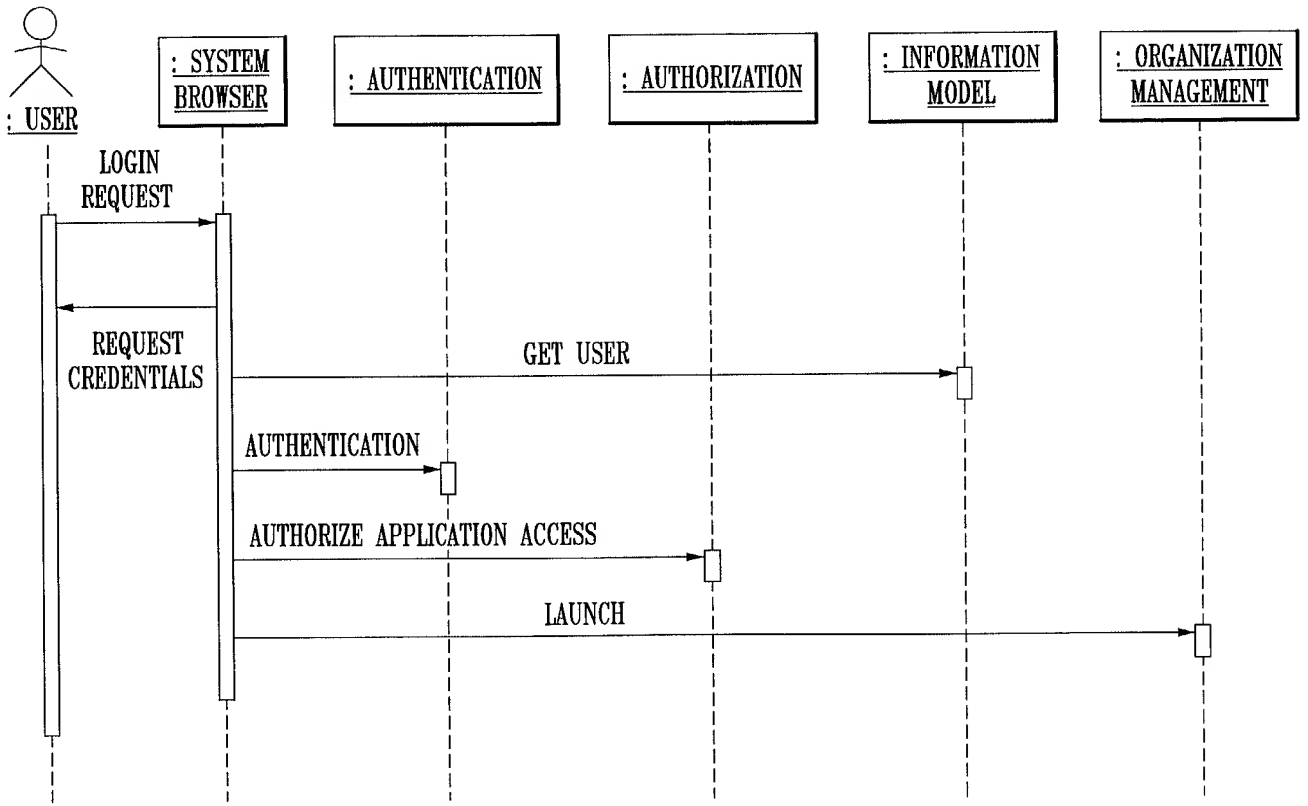
: USER
: SYSTEM BROWSER
: AUTHENTICATION
: AUTHORIZATION
: INFORMATION MODEL
: ORGANIZATION MANAGEMENT
LOGIN REQUEST
REQUEST CREDENTIALS
GET USER
AUTHENTICATION
AUTHORIZE APPLICATION ACCESS
LAUNCH

FIG. 7A

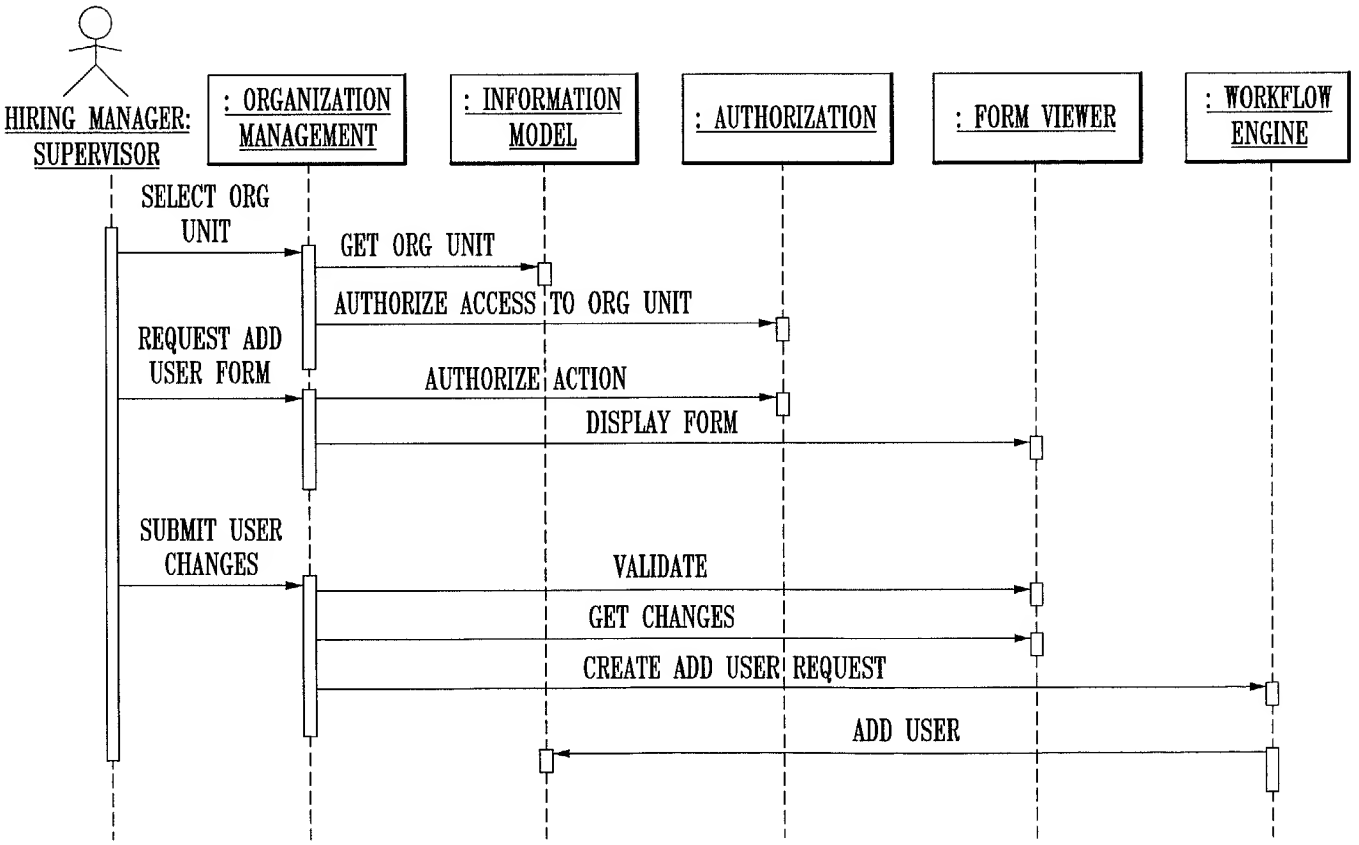
HIRING MANAGER: SUPERVISOR
: ORGANIZATION MANAGEMENT
: INFORMATION MODEL
: AUTHORIZATION
: FORM VIEWER
: WORKFLOW ENGINE
SELECT ORG UNIT
GET ORG UNIT
AUTHORIZE ACCESS TO ORG UNIT
REQUEST ADD USER FORM
AUTHORIZE ACTION
DISPLAY FORM
SUBMIT USER CHANGES
VALIDATE
GET CHANGES
CREATE ADD USER REQUEST
ADD USER

FIG. 7B

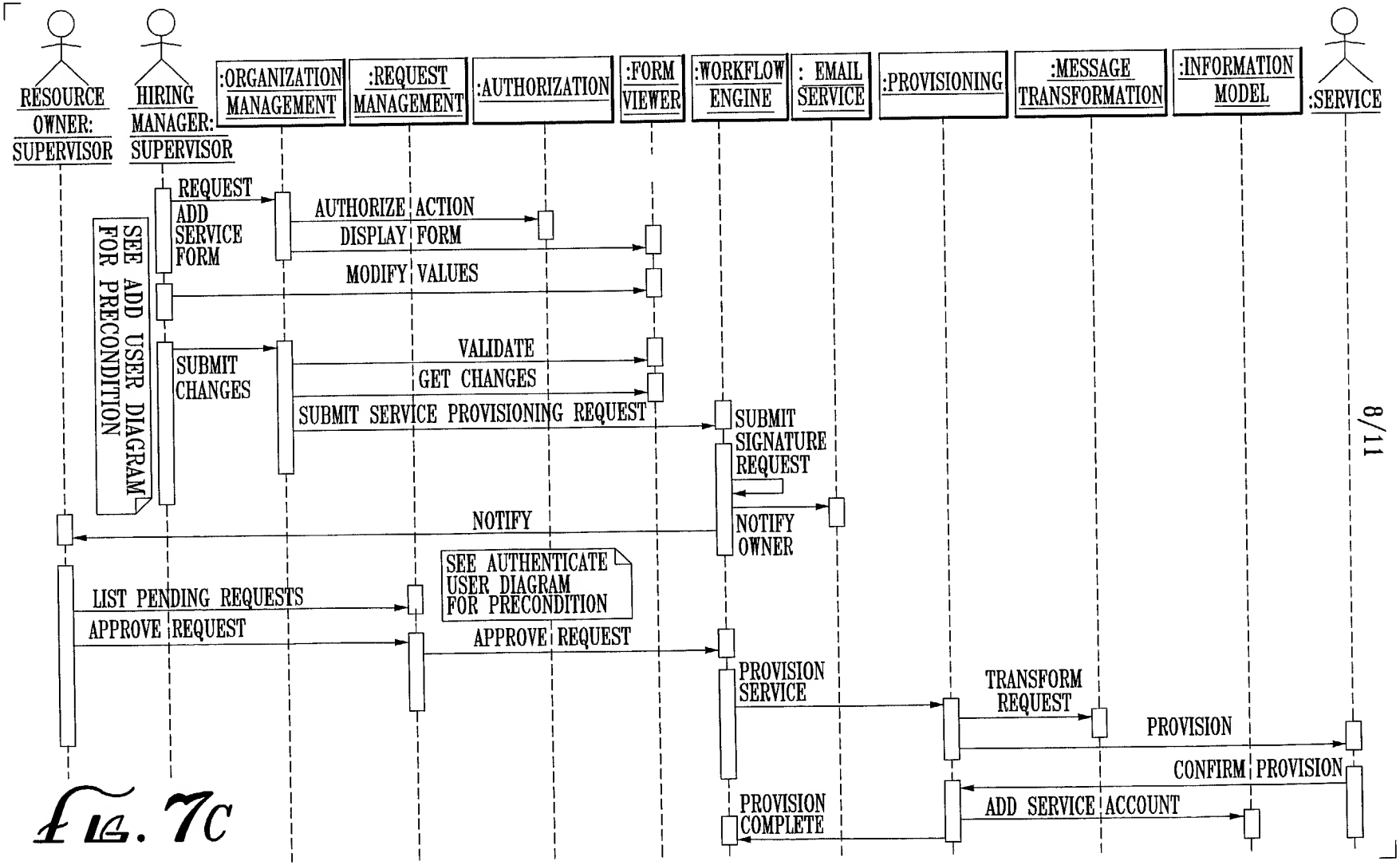
RESOURCE OWNER: SUPERVISOR
HIRING MANAGER: SUPERVISOR
:ORGANIZATION MANAGEMENT
:REQUEST MANAGEMENT
:AUTHORIZATION
:FORM VIEWER
:WORKFLOW ENGINE
: EMAIL SERVICE
:PROVISIONING
:MESSAGE TRANSFORMATION
:INFORMATION MODEL
:SERVICE
REQUEST ADD SERVICE FORM
AUTHORIZE ACTION
DISPLAY FORM
MODIFY VALUES
SEE ADD USER DIAGRAM FOR PRECONDITION
SUBMIT CHANGES
VALIDATE
GET CHANGES
SUBMIT SERVICE PROVISIONING REQUEST
SUBMIT SIGNATURE REQUEST
NOTIFY
NOTIFY OWNER
SEE AUTHENTICATE USER DIAGRAM FOR PRECONDITION
LIST PENDING REQUESTS
APPROVE REQUEST
APPROVE REQUEST
PROVISION SERVICE
TRANSFORM REQUEST
PROVISION
CONFIRM PROVISION
ADD SERVICE ACCOUNT
PROVISION COMPLETE

FIG. 7C

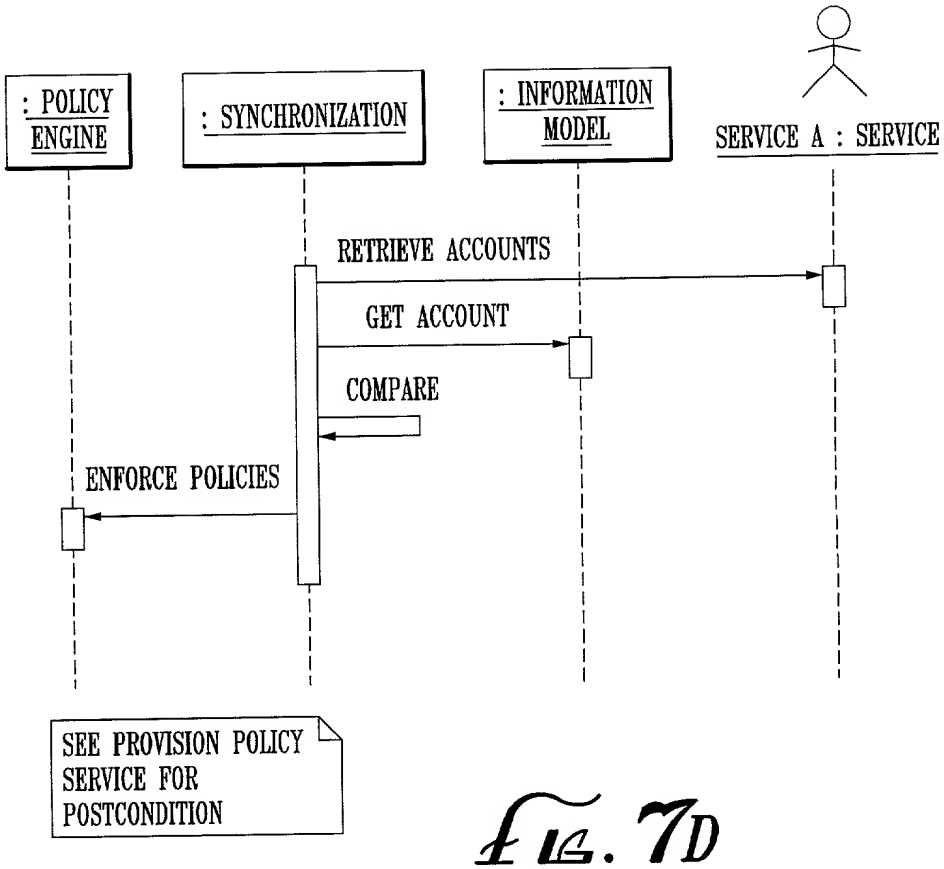
: POLICY ENGINE
: SYNCHRONIZATION
: INFORMATION MODEL
SERVICE A : SERVICE
RETRIEVE ACCOUNTS
GET ACCOUNT
COMPARE
ENFORCE POLICIES
SEE PROVISION POLICY SERVICE FOR POSTCONDITION

FIG. 7D

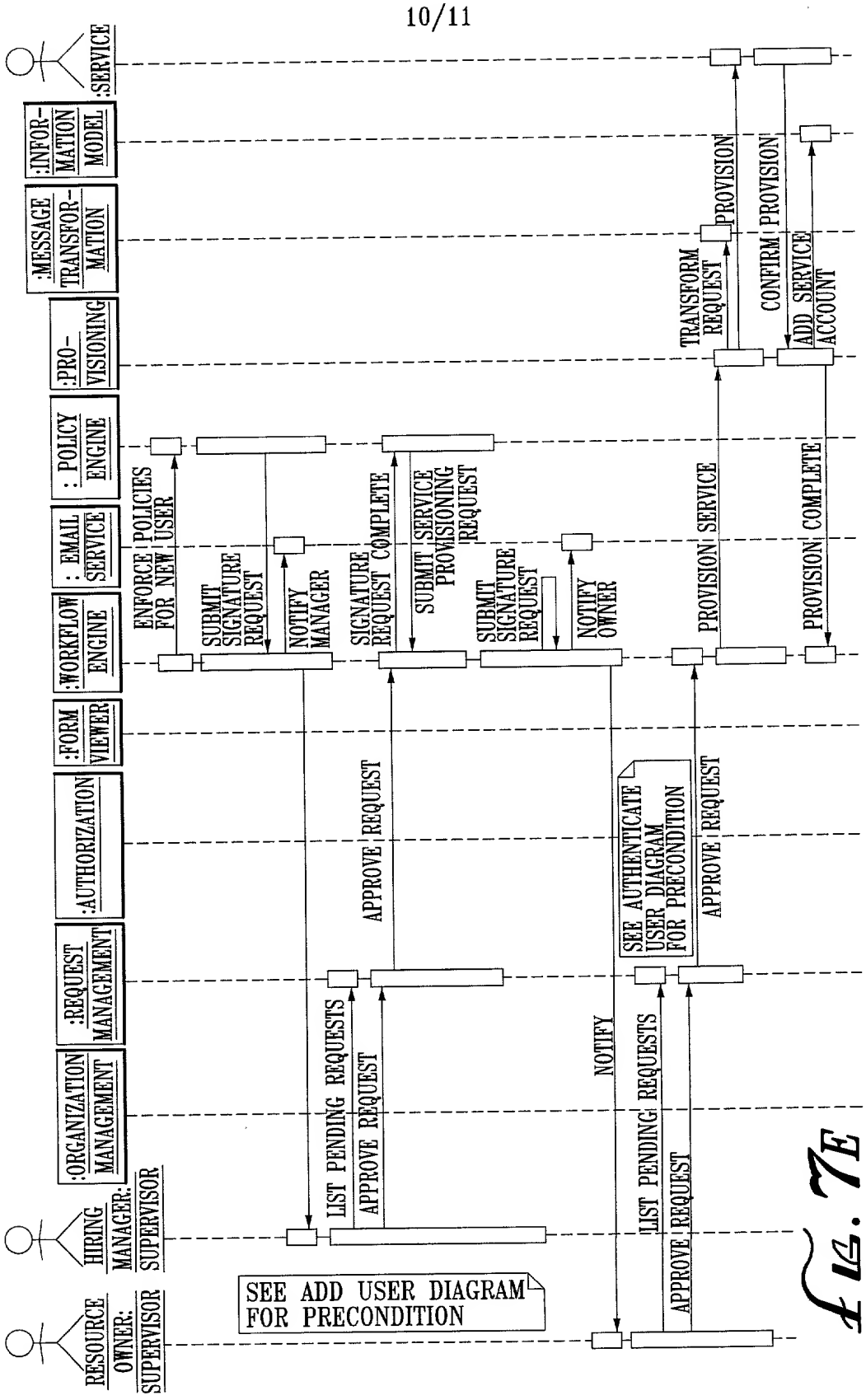
RESOURCE OWNER: SUPERVISOR
HIRING MANAGER: SUPERVISOR
:ORGANIZATION MANAGEMENT
:REQUEST MANAGEMENT
:AUTHORIZATION
:FORM VIEWER
:WORKFLOW ENGINE
: EMAIL SERVICE
: POLICY ENGINE
:PRO-VISIONING
:MESSAGE TRANSFOR-MATION
:INFOR-MATION MODEL
:SERVICE
SEE ADD USER DIAGRAM FOR PRECONDITION
LIST PENDING REQUESTS
APPROVE REQUEST
ENFORCE POLICIES FOR NEW USER
SUBMIT SIGNATURE REQUEST
NOTIFY MANAGER
APPROVE REQUEST
SIGNATURE REQUEST COMPLETE
SUBMIT SERVICE PROVISIONING REQUEST
NOTIFY
SEE AUTHENTICATE USER DIAGRAM FOR PRECONDITION
LIST PENDING REQUESTS
APPROVE REQUEST
SUBMIT SIGNATURE REQUEST
NOTIFY OWNER
APPROVE REQUEST
PROVISION SERVICE
TRANSFORM REQUEST
PROVISION
CONFIRM PROVISION
ADD SERVICE ACCOUNT
PROVISION COMPLETE

FIG. 7E

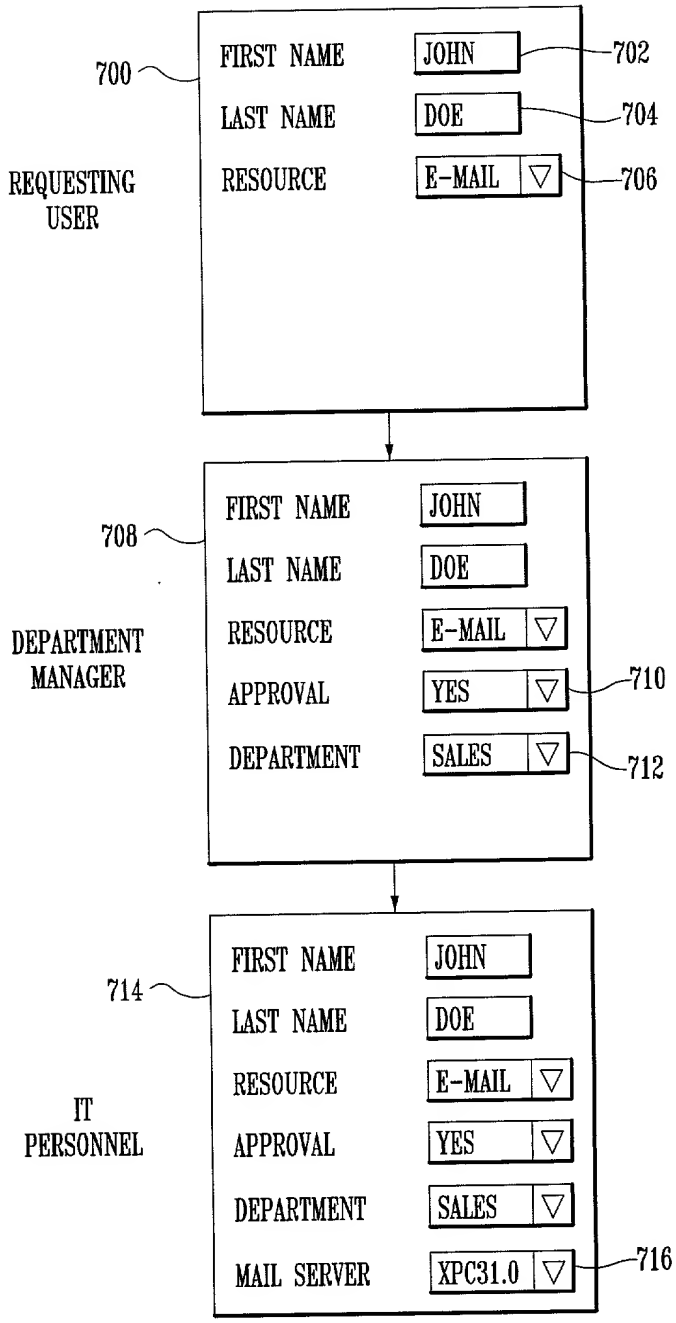
700
FIRST NAME
JOHN
702
LAST NAME
DOE
704
REQUESTING USER
RESOURCE
E-MAIL
706
708
FIRST NAME
JOHN
LAST NAME
DOE
DEPARTMENT MANAGER
RESOURCE
E-MAIL
APPROVAL
YES
710
DEPARTMENT
SALES
712
714
FIRST NAME
JOHN
LAST NAME
DOE
IT PERSONNEL
RESOURCE
E-MAIL
APPROVAL
YES
DEPARTMENT
SALES
MAIL SERVER
XPC31.0
716

FIG. 8